User's Guide

Creative Sound Blaster Audigy
Creative Audio Software

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- Increase the distance between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.

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All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

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Introduction

Introduction

High Definition Digital Audio Entertainment

Thank you for purchasing Sound Blaster Audigy, which consists of the Sound Blaster Audigy card and Joystick/MIDI bracket. It is the most complete high-definition digital audio entertainment solution that you will ever come across.

With the onboard 24-bit Analog-to-Digital Convertor (ADC) and Digital-to-Analog Converter (DAC), Sound Blaster Audigy delivers high-definition sound of astounding quality with 96 kHz SPDIF support. The Sound Blaster Audigy card, with its Audigy processor, is four times as powerful as its nearest competitor. This enables awesome EAX ADVANCED HD™ technologies for your games and music listening experience.

The SB1394 port provides easy high-speed connectivity to portable digital audio players, external CD-RW drives and other IEEE 1394 compatible devices like DV Camcorders, printers, scanners and digital still cameras.

Combine Sound Blaster Audigy with a rich software bundle and you get endless hours of fun. Included in your Sound Blaster Audigy Installation CD are exciting applications that allow you to create EAX-enhanced MP3 songs which you can share with your friends over the Internet.

What is EAX ADVANCED HD™?

EAX ADVANCED HD™ technology delivers advanced audio functionality and performance, adding sophisticated audio processing capabilities, interactive and high-definition sound to digital entertainment. EAX ADVANCED HD™ technologies are implemented across a range of audio hardware solutions, system software, application software, and application programming interfaces (APIs) from Creative.

With EAX ADVANCED HD™ technology-enabled products, you can shape and customize your audio experience. EAX ADVANCED HD™ technology also offers advanced audio capabilities for music composition and sound design. EAX ADVANCED HD™ technology is redefining the audio experience.

Driven by a new and improved Digital Signal Processing engine, Sound Blaster Audigy offers twice the effects processing power of Sound Blaster Live!, giving you even more realism in gaming, music, and movies. Sound Blaster Audigy delivers superior audio fidelity and sophisticated reverb effects for an unsurpassed digital entertainment experience. Additionally, advanced new algorithms offer powerful 3D localization effects for all speaker configurations.

In games, experience multiple audio effects, each positioned in 3D. Enjoy Dolby Digital 5.1 audio with your movies. Record and enjoy your favorite MP3 songs with “concert hall”, “jazz club” or other environment effects. Jam with your guitar, adding EAX ADVANCED HD™ effects like overdrive and distortion to your sound... or plug in a microphone and morph your voice into something wild! You will be amazed at the difference EAX ADVANCED HD™ makes.

EAX ADVANCED HD™ technologies add interactive, high-definition, high-fidelity audio to Sound Blaster Audigy. With double the EAX audio processing power, 3D positional audio technology, audio environment effects, 5.1 analog and digital sound, and SoundFont digital instrument libraries, sonic superiority in gaming, music, and movies is assured.

CreativeWare

CreativeWare is a post-purchase program that adds new features, enhancements and additional functionality to Creative's upgradeable products. With CreativeWare, you can always be sure of having the best digital entertainment experience because:

— You can easily upgrade your Sound Blaster Audigy card with the latest features, device drivers, and applications.

— You can personalize the functions on your Sound Blaster Audigy card.

In Your Package

The following items are included in your package:

- ❑ Sound Blaster Audigy card
- ❑ Joystick/MIDI bracket
- ❑ Digital CD audio cable
- ❑ Sound Blaster Audigy Installation CD
- ❑ Quick Start leaflet
- ❑ Game CDs

System Requirements

Sound Blaster Audigy card

- ❑ Genuine Intel® Pentium® 266 MHz, AMD® K6 300 MHz or faster class processor
- ❑ Intel, AMD or 100%-Intel compatible motherboard chipset
- ❑ Windows® 98 Second Edition (SE), Windows Millennium Edition (Me), Windows 2000 or Windows XP
- ❑ 64 MB RAM (128MB RAM highly recommended)
- ❑ 600 MB of free hard disk space
- ❑ Available PCI 2.1 compliant slot for the Sound Blaster Audigy card
- ❑ Available adjacent slot for the Joystick/MIDI bracket (optional)
- ❑ Headphones or amplified speakers (available separately)
- ❑ CD-ROM drive installed

SB1394 applications, games and DVD viewing

- ❑ Genuine Intel Pentium II 350 MHz, MMX or AMD 450 MHz processor/3DNow! for SB1394 applications or games
- ❑ SB1394 (works only on Windows 98 SE, Windows Me, Windows 2000 or Windows XP)
- ❑ 128 MB RAM for digital video (DV) capture and editing recommended, Ultra DMA hard disk with 1 GB workspace (ATA-100, 7,200 rpm type and 6 GB recommended) for DV applications
- ❑ Games: 128 MB RAM recommended, 3D graphics accelerator with at least 8 MB of texture RAM, available 300–500 MB of free hard disk space
- ❑ DVD: At least second generation DVD-ROM drive with these recommended soft-DVD players: InterVideo's WinDVD 2000 or CyberLink's PowerDVD 3.0 and above
- ❑ Internet Radio: Requires at least a 56 kbps modem and an active Internet connection to run the application.Other applications may have higher system requirements or may require a microphone. Refer to the application's online Help documentation for details.

Getting More Information

Refer to the Sound Blaster Audigy Online Quick Start and the various online Help files for detailed information on Creative applications. The Sound Blaster Audigy Experience, an online demo, gives you an interactive introduction to Sound Blaster Audigy and demonstrates the card's capabilities.

More Help

View the contents of the Sound Blaster Audigy Installation CD for additional demonstrations, libraries and other software. Visit the **www.europe.creative.com** site for the latest Sound Blaster news and products. The site also includes information on making purchases, technical help, and CreativeWare updates.

Technical Support

Visit **www.europe.creative.com/support/kb** for general help.

Document Conventions

The following typographical conventions are used throughout this manual:

The notepad icon indicates information that is of particular importance and should be considered before continuing.

The alarm clock designates a caution or warning that can help you avoid situations involving risk.

The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

1 Installing Hardware

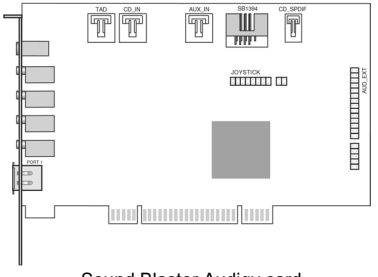
This chapter tells you how to install the Sound Blaster Audigy hardware.

Installing Hardware

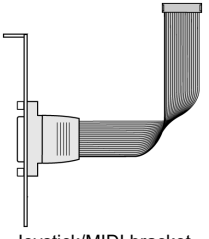
What You Need

Before you begin installation, be sure that you have these:

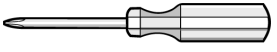
In addition, you will also need an available PCI slot and another adjacent available slot on your computer.



Sound Blaster Audigy card



Joystick/MIDI bracket



Phillips-head screwdriver
(not included)

Digital CD audio cable

Your Sound Blaster Audigy Card

A jack is a one-hole connecting interface whilst a connector consists of many pins.

In Analog mode, Line Out and Rear Out jacks can be used simultaneously for 4.1 channel speaker systems. The Analog/ Digital Out jack can be used for the Centre and Subwoofer (LFE) channels for 5.1 speaker systems.

Your audio card has these jacks and connectors which allow you to attach a wide variety other devices:

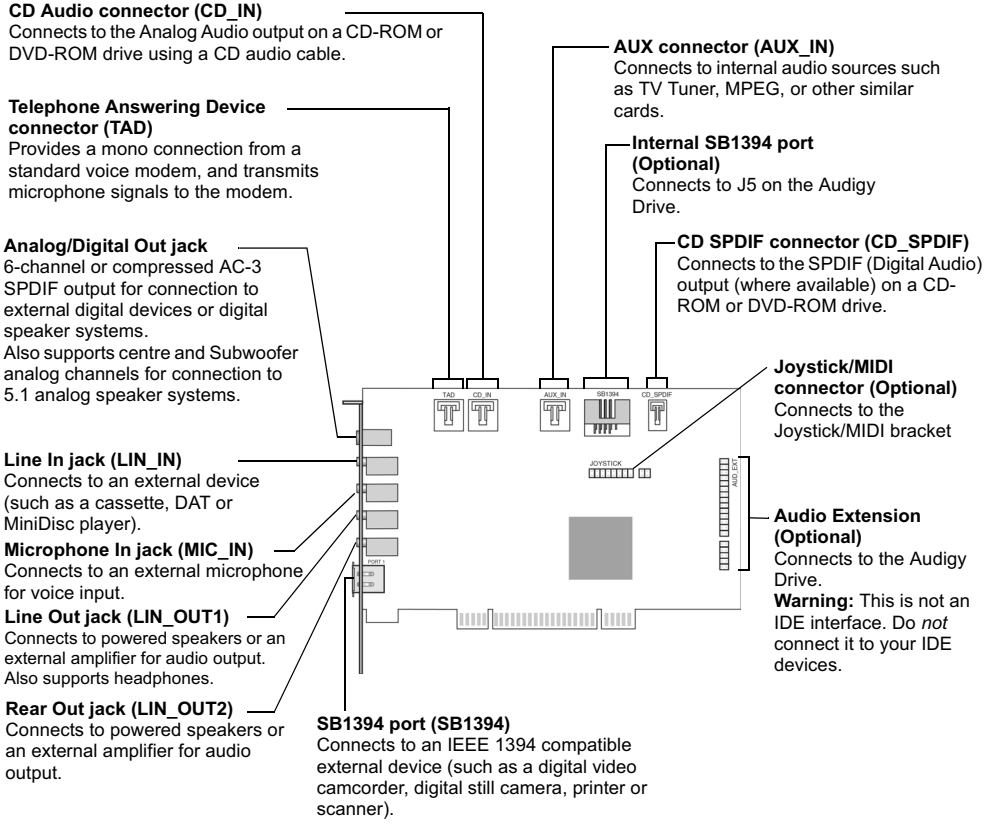
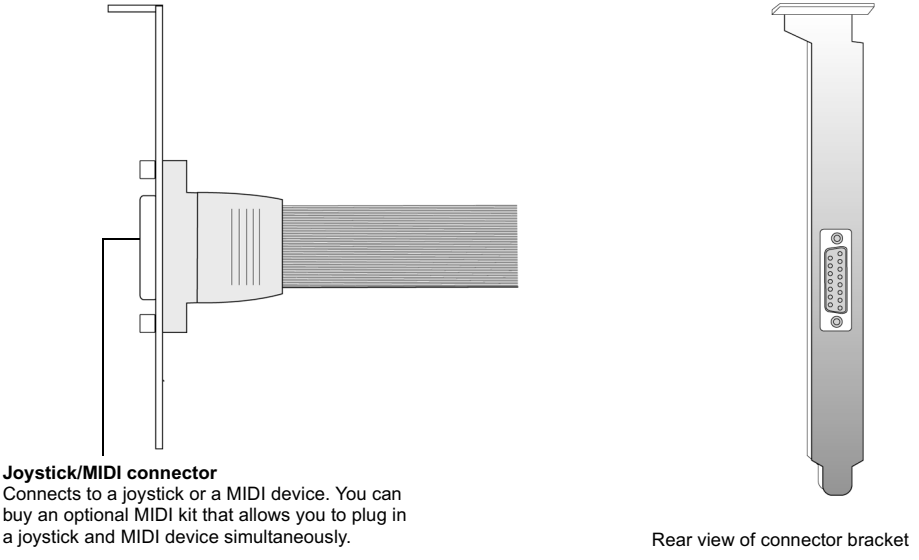

CD Audio connector (CD_IN)
Connects to the Analog Audio output on a CD-ROM or DVD-ROM drive using a CD audio cable.
Telephone Answering Device connector (TAD)
Provides a mono connection from a standard voice modem, and transmits microphone signals to the modem.
Analog/Digital Out jack
6-channel or compressed AC-3 SPDIF output for connection to external digital devices or digital speaker systems.
Also supports centre and Subwoofer analog channels for connection to 5.1 analog speaker systems.
Line In jack (LIN_IN)
Connects to an external device (such as a cassette, DAT or MiniDisc player).
Microphone In jack (MIC_IN)
Connects to an external microphone for voice input.
Line Out jack (LIN_OUT1)
Connects to powered speakers or an external amplifier for audio output.
Also supports headphones.
Rear Out jack (LIN_OUT2)
Connects to powered speakers or an external amplifier for audio output.
SB1394 port (SB1394)
Connects to an IEEE 1394 compatible external device (such as a digital video camcorder, digital still camera, printer or scanner).
AUX connector (AUX_IN)
Connects to internal audio sources such as TV Tuner, MPEG, or other similar cards.
Internal SB1394 port (Optional)
Connects to J5 on the Audigy Drive.
CD SPDIF connector (CD_SPDIF)
Connects to the SPDIF (Digital Audio) output (where available) on a CD-ROM or DVD-ROM drive.
Joystick/MIDI connector (Optional)
Connects to the Joystick/MIDI bracket
Audio Extension (Optional)
Connects to the Audigy Drive.
Warning: This is not an IDE interface. Do *not* connect it to your IDE devices.
TAD
CD_IN
AUX_IN
SB1394
CD_SPDIF
JOYSTICK
AUDIO EXT
PORT 1

Figure 1-1: Jacks, connectors and port on the Sound Blaster Audigy card.

Your Joystick/ MIDI Bracket

Your Joystick/MIDI bracket has this connector that can be attached to other devices:



Joystick/MIDI connector
Connects to a joystick or a MIDI device. You can buy an optional MIDI kit that allows you to plug in a joystick and MIDI device simultaneously.

Rear view of connector bracket

Figure 1-2: Connector on the Joystick/MIDI bracket.

Installation Steps

Step 1: Prepare your computer

Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your audio card when it is inserted into the slot.

Remove any existing audio card or disable the onboard audio chipset. For more information, see "Problems with Multiple Audio Devices" on page B-9.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your computer to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove the computer cover.
4. Remove the metal brackets from two adjacent unused PCI slots as shown in Figure 1-3. Put the screws aside for use later.

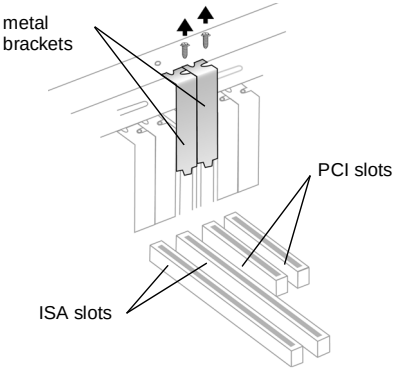


Figure 1-3: Removing metal plates

Step 2: Install the Sound Blaster Audigy card

Do not force the audio card into the slot. Make sure that the gold finger PCI connector on the Sound Blaster Audigy card is aligned with the PCI bus connector on the motherboard before you insert the card into the PCI expansion slot.
If it does not fit properly, gently remove it and try again.

1. Align the Sound Blaster Audigy card with the PCI slot and press the card gently but firmly into the slot as shown in Figure 1-4.
2. Secure the card with one of the screws you had placed aside earlier.

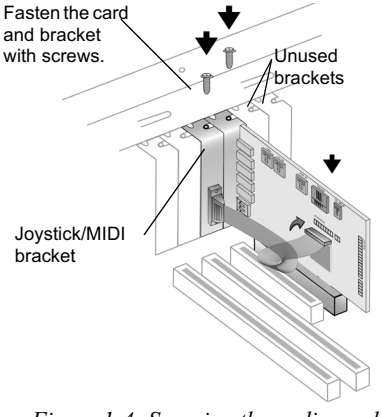


Figure 1-4: Securing the audio card to the expansion slot.

Step 3: Install the Joystick/MIDI bracket (optional)

1. If you are installing a joystick or MIDI device, secure the Joystick/MIDI bracket to the slot next to the Sound Blaster Audigy card with the second screw.
2. Connect the Joystick/MIDI cable to the Joystick/MIDI connector on the Sound Blaster Audigy card as shown in Figure 1-4.

If the Sound Blaster Audigy card is connected to both the CD SPDIF and CD Audio connectors on a CD-ROM or DVD-ROM drive, do not enable the CD Audio and CD Digital options at the same time in Surround Mixer.

For analog CD audio output:

- Connect the Analog CD audio cable (not included) from the Analog Audio connector on your CD-ROM/DVD-ROM drive to the CD_IN connector on the Sound Blaster Audigy card as shown in Figure 1-5.

For digital CD audio output:

- Connect the Digital CD audio cable from the Digital Audio connector on your CD-ROM/DVD-ROM drive to the CD_SPDIF connector on the Sound Blaster Audigy card as shown in Figure 1-5.

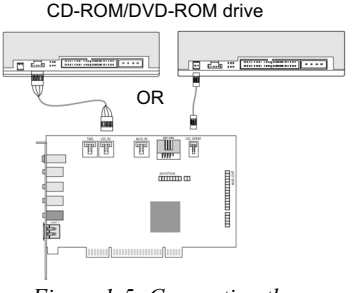


Figure 1-5: Connecting the drives.

Step 4: Connect to power supply

1. Replace the computer cover.
2. Plug the power cord back into the wall outlet, and turn on the computer.

To connect your Sound Blaster Audigy card to other devices, see “Connecting Related Peripherals” on page 1-8.

To install drivers and software, refer to “Installing Drivers and Applications” on page 2-2.

Connecting Related Peripherals

Sound Blaster Audigy will give you endless hours of listening pleasure. Figure 1-6 shows you how to connect related peripherals to your Sound Blaster Audigy to optimize your enjoyment.

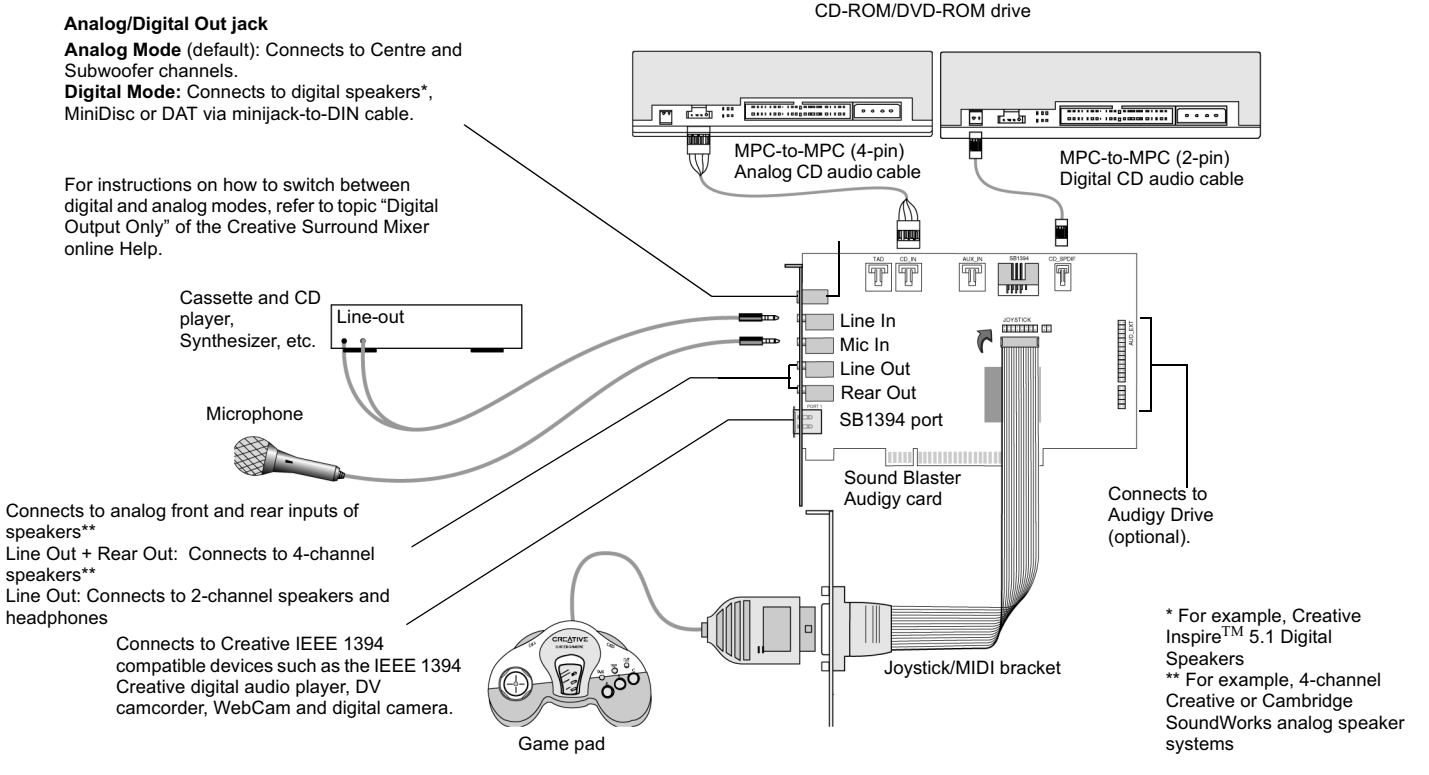

Analog/Digital Out jack
Analog Mode (default): Connects to Centre and Subwoofer channels.
Digital Mode: Connects to digital speakers*, MiniDisc or DAT via minijack-to-DIN cable.
For instructions on how to switch between digital and analog modes, refer to topic "Digital Output Only" of the Creative Surround Mixer online Help.
CD-ROM/DVD-ROM drive
MPC-to-MPC (4-pin) Analog CD audio cable
MPC-to-MPC (2-pin) Digital CD audio cable
Cassette and CD player, Synthesizer, etc.
Line-out
Microphone
Line In
Mic In
Line Out
Rear Out
SB1394 port
Sound Blaster Audigy card
Connects to Audigy Drive (optional).
Connects to analog front and rear inputs of speakers**
Line Out + Rear Out: Connects to 4-channel speakers**
Line Out: Connects to 2-channel speakers and headphones
Connects to Creative IEEE 1394 compatible devices such as the IEEE 1394 Creative digital audio player, DV camcorder, WebCam and digital camera.
Joystick/MIDI bracket
Game pad
* For example, Creative Inspire™ 5.1 Digital Speakers
** For example, 4-channel Creative or Cambridge SoundWorks analog speaker systems

Figure 1-6: Connecting other devices

Connecting Speaker Systems

If you are playing games in Windows 98 MS-DOS mode (pure DOS mode), you must:

- Make sure the CD Audio connector on the Sound Blaster Audigy card and the Analog Audio connector on the CD-ROM or DVD-ROM drive are connected.
- In addition, if you get distorted sound, do not connect the CD SPDIF connector on the Sound Blaster Audigy card to the Digital Audio connector on the CD-ROM or DVD-ROM drive.

For instructions on how to switch between digital and analog modes, refer to topic "Digital Output Only" of the Creative Surround Mixer online Help.

If you have a 5.1 channel speaker system, you can upmix your stereo sources (such as CD Audio, MP3, WMA, MIDI and Wave) to 5.1 channels by using the Creative Multi Speaker Surround (CMSS) technology. To upmix, you need to enable the CMSS feature in PlayCenter (Player view). Refer to the PlayCenter online Help.

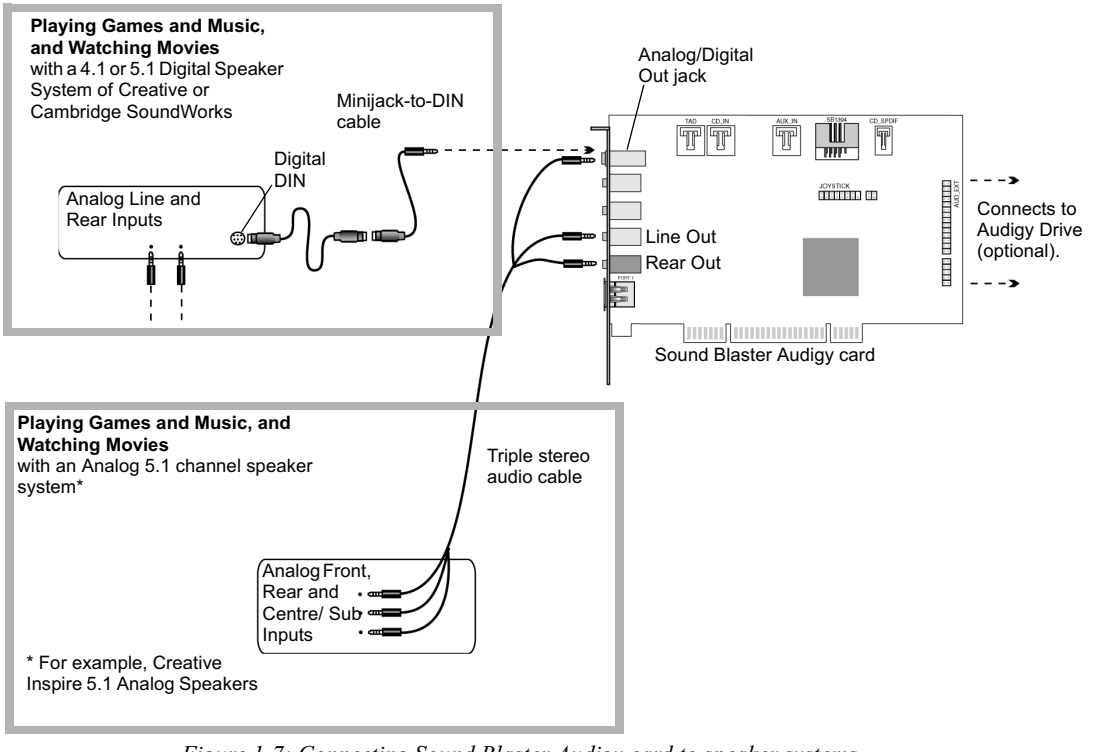

Playing Games and Music, and Watching Movies
with a 4.1 or 5.1 Digital Speaker System of Creative or Cambridge SoundWorks
Minijack-to-DIN cable
Digital DIN
Analog Line and Rear Inputs
Analog/Digital Out jack
Line Out
Rear Out
Connects to Audigy Drive (optional).
Sound Blaster Audigy card
Playing Games and Music, and Watching Movies
with an Analog 5.1 channel speaker system*
Triple stereo audio cable
Analog Front, Rear and Centre/ Sub Inputs
* For example, Creative Inspire 5.1 Analog Speakers

Figure 1-7: Connecting Sound Blaster Audigy card to speaker systems.

Connecting External Consumer Devices

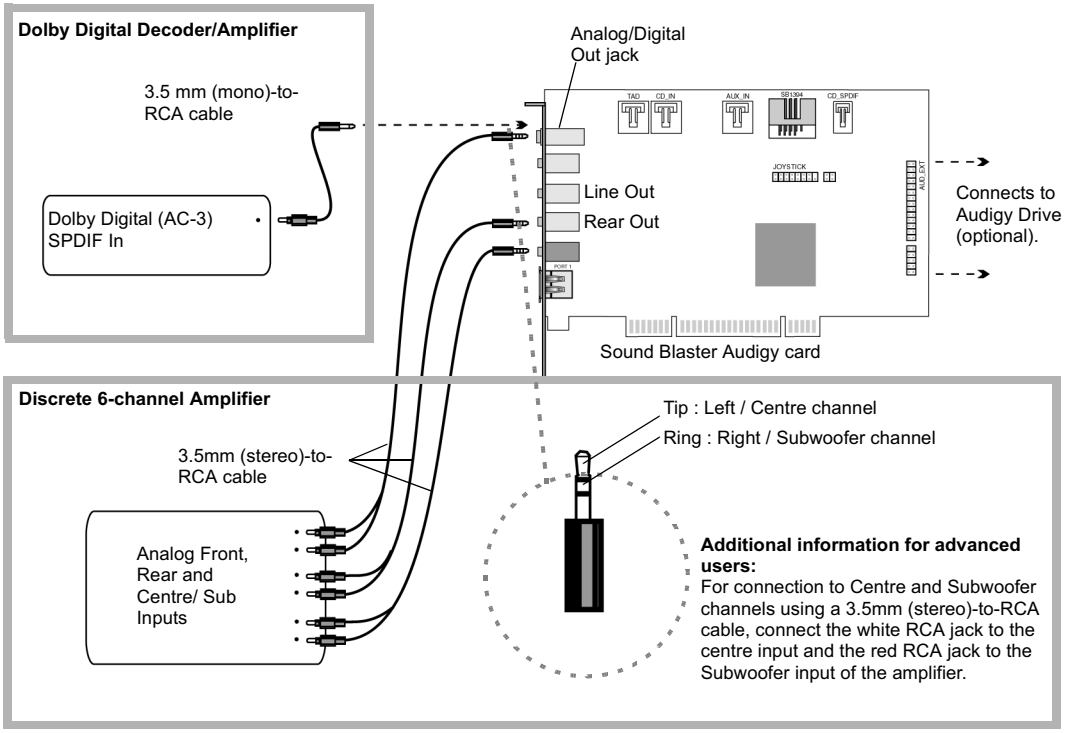

Dolby Digital Decoder/Amplifier
3.5 mm (mono)-to-RCA cable
Dolby Digital (AC-3) SPDIF In
Analog/Digital Out jack
Line Out
Rear Out
Connects to Audigy Drive (optional).
Sound Blaster Audigy card
Discrete 6-channel Amplifier
3.5mm (stereo)-to-RCA cable
Analog Front, Rear and Centre/ Sub Inputs
Tip : Left / Centre channel
Ring : Right / Subwoofer channel
Additional information for advanced users:
For connection to Centre and Subwoofer channels using a 3.5mm (stereo)-to-RCA cable, connect the white RCA jack to the centre input and the red RCA jack to the Subwoofer input of the amplifier.

Figure 1-8: Connecting external consumer devices to the Sound Blaster Audigy card.

Positioning Your Speakers

If you are using four speakers, place them so that they form the corners of a square with you exactly in the centre (as in Figure 1-9) and that they are angled toward you. Make sure that the computer monitor is not blocking the path of your front speakers. You may want to adjust the relative positions of the speakers until you get the audio experience you like best. If you have a subwoofer, place the unit in a corner of the room for the best bass experience.

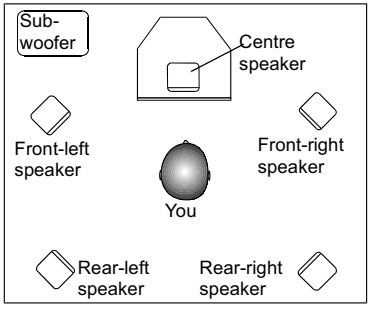


Figure 1-9: Recommended speaker positions.

2 Installing Software

This chapter tells you how to install the Sound Blaster Audigy software.

Installing Software

Installing Drivers and Applications

During the installation process, Windows 98 SE users may be prompted to insert the Windows 98 SE installation CD into the CD-ROM drive. Insert the installation CD into the CD-ROM drive and then click the **OK** button.

You need to install device drivers and applications to use Sound Blaster Audigy. To install these drivers and the bundled applications, use the following instructions. The instructions are applicable to all supported Windows operating systems.

1. After you have installed the Sound Blaster Audigy card and Joystick/MIDI bracket (optional), turn on your computer. Windows automatically detects the audio card and device drivers.
2. When prompted for the audio drivers, click the **Cancel** button.
3. Insert the Sound Blaster Audigy Installation CD into your CD-ROM drive.
   The disc supports Windows AutoPlay mode and starts running automatically. If not, you need to enable your CD-ROM drive's auto-insert notification feature. For more details, see "Problems Installing Software" on page B-2.
4. Follow the instructions on the screen to complete the installation.
5. When prompted, restart your system.

Uninstalling Applications

You may at times need to uninstall and then reinstall the applications to correct problems, change configurations, or make version upgrades. The following instructions tell you how to uninstall the applications in all Windows operating systems.

1. Insert the Sound Blaster Audigy Installation CD into your CD-ROM drive.
   The disc supports Windows AutoPlay mode and starts running automatically. If not, see "Problems Installing Software" on page B-2.
2. Close all audio card applications. Applications that are still running during the uninstallation will not be removed.
3. Click Start -> Settings -> Control Panel.
4. Double-click the Add/Remove Programs icon.

5. Click the **Install/Uninstall** tab and select **Sound Blaster Audigy**.
   Click the **Add/Remove** button.
6. When the **InstallShield Wizard** dialog box appears, click the check boxes of the items that you want to uninstall to clear them.
   The selected applications will be uninstalled.
7. Click the **Next** button.
8. If prompted, restart your computer.

Reinstalling Applications

You may want to reinstall the applications in the event of driver corruption.

1. Insert the Sound Blaster Audigy Installation CD into your CD-ROM drive.
   The disc supports Windows AutoPlay mode and starts running automatically. If not, see "Problems Installing Software" on page B-2.
2. Click **Start** -> **Settings** -> **Control Panel**.
3. Double-click the Add/Remove Programs icon.
4. Click the **Install/Uninstall** tab and select **Sound Blaster Audigy**.
   Click the **Add/Remove** button.
5. When the **InstallShield Wizard** dialog box appears, click the **Repair** option to select it.
   This option reinstalls all the applications installed previously.
6. Follow the instructions on the screen to complete the installation of the applications.

Updating Windows 2000 (Service Pack 2)

Windows 2000 now provides better support for AC-3 SPDIF output (non-PCM through waveOut) for software DVD viewing. Click the website address below to go to Microsoft's Windows 2000 web site to download the Windows 2000 Service Pack 2 to enjoy this support and to fix other issues in the Windows 2000 OS.

http://microsoft.com/windows2000/default.asp

Installing Digital Video Update

If you have installed DirectX 8.0 or 8.0a run time, install the latest update for this application. This update provides 1394 Digital Video equipment users PAL support and improved device support. This is applicable for Windows 98 SE and Windows 2000 users. This update provides minor improvement to the Windows Me OS. To do this, go to the web site below.

www.microsoft.com/directx/homeuser/downloads

3 Sound Blaster Audigy Applications

This chapter tells you how to get the most out of your Sound Blaster Audigy.

Sound Blaster Audigy Applications

Creative Sound Blaster Audigy Applications

Sound Blaster Audigy is supported by a full range of applications to help you get the most from your audio card. The following software is most important to the operation of your audio card:

- ❑ Creative Taskbar
- ❑ Creative Sound Blaster Audigy Online Quick Start (English only)
- ❑ Creative Sound Blaster Audigy Experience (English only)
- ❑ EAX ADVANCED HD™ Gold Mine Experience (English only)
- ❑ Creative Diagnostics
- ❑ Creative Surround Mixer
- ❑ Creative AudioHQ
- ❑ Creative WaveStudio
- ❑ Creative PlayCenter
- ❑ Creative Recorder
- ❑ Creative Restore Defaults

The applications included with Sound Blaster Audigy may differ from the ones described here. SoundBlaster Audigy also comes with third party applications.

Creative Taskbar

Creative Taskbar is an application that allows you to perform tasks with your audio card easily and quickly. Just select a task and everything is done for you — the necessary applications are started and your mixer and effects settings are configured automatically.

Creative Taskbar also comes with Creative TaskGuide, which provides tips and useful links related to the selected task.

For more information and usage details on Creative Taskbar, refer to its online Help.

Creative Sound Blaster Audigy Online Quick Start (English only)

This is a good starting point from which you can learn about Sound Blaster Audigy. The online Quick Start consists of several interactive and informative demos that feature different aspects of Sound Blaster Audigy, like experiencing digital music and digital gaming, watching movies, connecting speakers and performing tasks.

Creative Sound Blaster Audigy Experience (English only)

Use the Creative Sound Blaster Audigy Experience to *feel* Sound Blaster Audigy's awesome gaming, music listening and home studio capabilities. You will experience the advantage of multi-environment audio processing, dynamic EAX ADVANCED HD™ effects, high-quality surround output and EAX ADVANCED HD™-enhanced home theatre quality audio.

EAX ADVANCED HD™ Gold Mine Experience

Run this demonstration, which is set in a gold mine, and experience EAX ADVANCED HD™ technologies such as Environment Panning, Environment Reflection and Environment Morphing. Compare the scenes with and without EAX ADVANCED HD™, and understand why more game developers are using EAX ADVANCED HD™ technologies for the best gaming experience.

Creative Diagnostics

Use Creative Diagnostics to quickly test your audio card's Wave, MIDI or CD Audio playback capability and speaker outputs. For more information and usage details on Creative Diagnostics, refer to its online Help.

Creative Surround Mixer

To restore Surround Mixer to its original settings, click **Start** -> **Program**-> **Creative** -> **Sound Blaster Audigy** -> **Creative Restore Defaults**.

Creative Surround Mixer is the main application to use for the following tasks:

- ❑ Testing speakers
- ❑ Applying EAX ADVANCED HD™-enabled audio effects
- ❑ Mixing sounds from various audio input sources
- ❑ Setting audio effects

Surround Mixer has two modes. Click the **Basic Mode** or **Advanced Mode** button to switch between the two modes:

In basic mode, the Mixer panel is displayed. You can:

- ❑ mix sounds from various audio input sources when playing or recording
- ❑ control volume, bass, treble, balance and fade

In advanced mode, the Surround Mixer and Mixer panels are displayed. In Surround Mixer, you can:

- ❑ select audio effects
- ❑ specify the speaker output
- ❑ perform a speaker test

For more information and usage details on Creative Surround Mixer, refer to its online Help.

Creative AudioHQ

AudioHQ is Creative's audio software control centre.

The AudioHQ interface has the standard look and feel of the Windows Control Panel. It contains several control applets that allow you to view, audition or set up the audio properties of one or more audio devices on your computer.

As in Control Panel, you can view AudioHQ's control applets in the main window as large icons, small icons, list items or detailed list items. You can also select all or invert the selection when you are in the Applet view. The number of items in the main window, however, varies with the control applet or device selected. The By Audio Device view shows only the control applets supported by the selected device. The Applet view shows only the audio devices that support the selected applet.

For more information and usage details on Creative AudioHQ, refer to its online Help.

SoundFont Control

SoundFont Control allows you to configure MIDI banks with SoundFont, DLS Wave files and instruments, as well as set the caching algorithm and space.

For more information and usage details on SoundFont Control, refer to its online Help.

Device Controls

Device Controls lets you configure various features of your audio devices.

Device controls also allows you to select the sampling rate of your SPDIF output and enable the SPDIF Bypass feature for your digital inputs and outputs.

For more information and usage details on Device Controls, refer to its online Help.

Creative Keyboard

Creative Keyboard is a virtual keyboard that allows you to audition or play musical notes produced through MIDI devices.

MIDI Input

You can use external MIDI input devices to audition your MIDI banks and instruments. First, connect a MIDI input device to your audio card and then select that device in Creative Keyboard.

EAX ADVANCED HD™ Control

EAX ADVANCED HD™ Control allows you to configure the Sound Blaster Audigy processor's effects engine.

It allows you to specify to a low level the components that make up the audio elements that in turn make up an audio effect.

It promises to deliver sounds that are so life-like, you can almost see them! It is the computer industry's first system to recreate and deliver real-world, interactive audio experiences in games, music, and other audio applications. These audio effects take your computer beyond home-theatre quality, immersing you in sound so vivid your imagination can almost "see it". The effects go beyond today's surround-sound and 3D positional audio and actually model an environment by taking into account room size, acoustic properties, reverb, echo and many other effects that create a real-world experience.

For more information and usage details on EAX ADVANCED HD™ Control, refer to its online Help.

Creative WaveStudio

Creative WaveStudio allows you to perform the following sound editing functions easily:

- ❑ Play, edit, and record 8-bit (tape quality) and 16-bit (CD quality) wave data
- ❑ Enhance wave data or create unique sounds with various special effects and editing operations such as reverse, echo, mute, pan, cut, copy, and paste
- ❑ Open and edit several audio files at the same time
- ❑ Open Raw (.RAW) and MP3 (.MP3) data files
- ❑ For more information and usage details on Creative WaveStudio, refer to its online Help.

Creative PlayCenter

Creative PlayCenter is a revolutionary audio CD and digital audio (such as MP3 or WMA) player. Besides managing your favorite digital audio files on your computer, it is also an integrated MP3/WMA encoder for ripping audio CD tracks into compressed digital audio files. It can encode tracks many times faster than normal play speed and up to 320 kbps (for MP3).

Note: For more information and usage details on Creative PlayCenter, refer to its online Help.

Creative Recorder

Recorder allows you to record sounds or music from various input sources like the microphone or Audio CD, and save them as Wave (.WAV) files. For more information and usage details on Creative Recorder, refer to its online Help.

Creative Restore Defaults

Creative Restore Defaults allows you to restore all your audio settings to the default settings.

4 Using Applications

This chapter tells you which applications to use for content creation, gaming and entertainment purposes.

Using Applications

Sound Blaster Audigy offers you high-quality multimedia playback, digital entertainment, content creation capability, Internet entertainment and gaming. The following pages tell you which applications would best suit your needs.

Multimedia Playback

Watching DVDs

Some software DVD decoders/ players cannot decode up to 5.1 channels, but can support SPDIF output. In such cases, enable the SPDIF output function to allow Sound Blaster Audigy to decode the Dolby Digital signal.

You may enjoy 5.1 Dolby Digital sound output from DVD movies encoded with Dolby Digital sound in one of two ways with Sound Blaster Audigy.

1. Output the encoded Dolby Digital signal to an external Dolby Digital (AC-3) decoder; such as the Creative Inspire 5700 speaker system, Cambridge SoundWorks DTT2500, PlayWorks DTT2500, or DTT3500 Digital speaker systems, or an AV receiver with a Dolby Digital decoder.

2. Dolby Digital (AC-3) sound can also be decoded by Sound Blaster Audigy and sent out as analog audio through Line Out 1, Line Out 2, and Digital/Analog jacks of the sound card.

In both cases you will need a second generation DVD-ROM drive, and a software DVD player (such as InterVideo's WinDVD2000 or Cyberlink's PowerDVD 3.0). S/PDIF Output must be enabled in the audio properties of the software DVD player so that the Dolby Digital signal can be sent to Sound Blaster Audigy.

If the Dolby Digital signal is to be decoded by an external decoder, AC-3 decoding must be disabled in the Speaker - Settings section of Surround Mixer. For more information, refer to the Creative Surround Mixer online Help.

Playing MP3 or WMA files

Creative PlayCenter supports and plays MP3 and WMA files.

Playing back Wave and CD Audio files

Use Creative PlayCenter to play back both Wave and CD Audio files. WAV is the format for digital audio files on the Windows operating platform. CD Audio refers to audio compact discs that can be played on your CD-ROM drive.

Playing MIDI files

MIDI (*.MID) is a music format that uses an internal synthesizer for playback. Use Creative PlayCenter for playing MIDI files.

Digital Entertainment

Watching surround movies

If you want to enjoy high quality movie entertainment, ensure you have good speakers. If you have a 4- or 5-speaker system connected to your Sound Blaster Audigy, configure your speaker setup in Creative Surround Mixer. For DVD movies, it is recommended that you purchase Creative PC-DVD Encore, a digital home entertainment system, as well as Creative Inspire 5.1 Digital Speakers.

Compiling personal albums

You can compile albums containing CD Audio, WAV or MIDI files using Creative PlayCentre.

Content Creation

Applying voice effects

When singing and recording you own songs, you can enhance your voice, or even add special effects. You can do this with EAX Control, which can be accessed from Creative Surround Mixer.

Recording sound and effects

Creative Recorder is an easy way of recording any audio source without worrying about mixer settings. You can also record any audio effects.

Creating music

Hook up a MIDI controller keyboard to the MIDI/Joystick port to access the high quality Audigy synthesizer.

Recording digital audio

You can do digital recording and editing (16-bit, 48 kHz) on your computer with Sound Blaster Audigy using Creative Wave Studio.

Creating multiple effects

Sound Blaster Audigy comes with a variety of effects that are programmable. You can literally create thousands of reverb and other special effects in EAX Control, which can be accessed from Creative Surround Mixer.

SoundFonts

With Creative's SoundFont technology, you have limitless sounds for use with your own music.

Internet Entertainment

Encoding CD songs to MP3 format

With Creative PlayCenter, you can encode and record all your favorite CD songs into your computer's hard drive, so that you have a database of customized song lists.

Downloading and playing MP3 songs

With Creative PlayCenter, you can add current songs to your database by downloading them from various sites on the Internet.

Playing MP3 songs with EAX ADVANCED HD™

Use Creative PlayCenter to create MP3 renditions with multi-dimensional and multi-textured realism by adding environments such as "concert hall" or "bathroom"! You can share these enhanced MP3 songs, even with someone who does not own a Sound Blaster Audigy card.

Mixing MP3 songs

Download MP3 songs and then use MixMeister to create party mixes like a DJ. MixMeister takes care of the details while you dance all night, and allows you to fine-tune your mixes whenever you want.

Gaming Reference

Enjoying EAX ADVANCED HD™ support

Enjoy the many EAX ADVANCED HD™ titles designed by top game developers, which immerse you in realistic environments. Visit http://www.eax.creative.com for a full list of compatible titles.

Enjoying DirectSound3D support

DirectSound3D (DS3D) games are supported on your Sound Blaster Audigy. You can hear sounds positioned in 3D space that enhance your game experience.

Enjoying A3D 1.0 support

Your card translates A3D calls into DirectSound3D, meaning that you can enjoy A3D games.

Enjoying DOS games

Your card provides you with exceptional Sound Blaster compatibility so that you can continue to play the thousands of popular DOS games already in the market.

For more information and usage details, see “Troubleshooting & FAQ’s” on page B-2.

Enjoying audio presets in games

You can enjoy audio effects even if your game does not have EAX ADVANCED HD™ support. Your card is bundled with a good selection of presets for use with games. These can be accessed through Creative Taskbar.

Customizing environments for non-3D games

You can create customized environments for your non-EAX ADVANCED HD™ games using the EAX Control panel, which can be accessed from Creative Surround Mixer.

A General Specifications

This section displays the specifications of your Sound Blaster Audigy card and Joystick/MIDI bracket.

General Specifications

This section lists the specifications of your Sound Blaster Audigy card and Joystick/MIDI bracket.

Features

PCI Bus Mastering

- ❑ PCI Specification Version 2.1 compliant
- ❑ Bus mastering reduces latency and speeds up system performance

Audigy Processor

- ❑ Advanced hardware accelerated digital effects processing
- ❑ 32-bit digital processing, which maintains a 192 dB dynamic range
- ❑ Patented 8-point interpolation that reduces distortion to inaudible levels
- ❑ 64-voice hardware wavetable synthesizer
- ❑ Professional quality digital mixing and equalization
- ❑ Unlimited size of SoundFont bank can be mapped to host memory (limited by available system memory)

High Quality Audio Path

- ❑ Mixes analog sources such as CD Audio, Line in, Auxiliary, TAD and PC speaker, Microphone in via AC'97 Codec with internal digital sources
- ❑ Playback of 64 audio channels, each at an arbitrary sample rate
- ❑ 32-bit mixing of all digital sources within Audigy's Digital Mixer
- ❑ 24-bit Analog-to-Digital conversion of analog inputs at 48 kHz sample rate
- ❑ 24-bit Digital-to-Analog conversion of digital sources at 48 kHz to analog 5.1 speaker output
- ❑ 16-bit recording sampling rates: 8, 11.025, 12, 16, 22.05, 24, 32, 44.1 and 48 kHz

Professional Digital Audio Processing

- ❑ Supports Sony/Philips Digital Interface (SPDIF) format input signal of up to 24-bit/96 kHz quality
- ❑ Accepts external compressed Dolby Digital (AC-3) SPDIF input to host decoding for high quality 5.1 channel output
- ❑ SPDIF output up to 24-bit resolution at selectable sampling rate of 44.1, 48 or 96 kHz
  Note: SPDIF output not available during playback of protected digital audio contents authored with DRM (Digital Rights Management) technology
- ❑ Selectable 6-channel SPDIF output to external amplifier/digital speaker systems
- ❑ Software switching of SPDIF Input-to-Output (bypass) to minimize cable connection hassle
- ❑ ASIO support for low latency multitrack recording in ASIO compliant software

Flexible Mixer Control

- ❑ Software playback control of CD Audio, Line In, Auxiliary, TAD, PC speaker, Microphone In, Wave/DirectSound device, MIDI device, CD Digital (CD SPDIF)
- ❑ Software recording control of Analog Mix (sum of CD Audio, Line In, Auxiliary, TAD, PC speaker) Microphone In, Wave/DirectSound device, MIDI device, CD Digital (CD SPDIF)
- ❑ Selectable input source or mixing of various audio sources for recording
- ❑ Adjustable master volume control
- ❑ Separate bass and treble control
- ❑ Front and rear balance control
- ❑ Muting and panning control for mixer sources

Dolby Digital (AC-3) Decoding

- ❑ Decodes Dolby Digital (AC-3) to 5.1 channels or pass-through compressed Dolby Digital (AC-3) PCM SPDIF stream to external decoder
- ❑ Bass redirection: enhances bass output to subwoofer for small satellite speaker systems
- ❑ Crossover bass frequency (10–200 Hz): adjustable to standalone subwoofer units for desired bass level
- ❑ Adjustable Centre and LFE level control

Creative Multi Speaker Surround™ (CMSS™)

- ❑ Multispeaker technology
- ❑ Upmixes mono or stereo sources to 5.1 channels
- ❑ Professional-quality panning and mixing algorithm

SB1394™ Compatibility

- ❑ Compliant to IEEE 1394a specification
- ❑ Supports data rates of 100, 200, and 400 Mbps
- ❑ Supports up to 63 IEEE 1394 compatible devices in a daisy-chain configuration

Connectivity

Sound Blaster Audigy card

Audio Inputs

- ❑ One line-level analog Line input via stereo jack on rear bracket
- ❑ One mono Microphone analog input via stereo jack on rear bracket
- ❑ CD_IN line-level analog input via 4-pin Molex connector on card
- ❑ AUX_IN line-level analog input via 4-pin Molex connector on card
- ❑ TAD line-level analog input via 4-pin Molex connector on card
- ❑ CD_SPDIF digital input via 2-pin Molex connector on card

Audio Outputs

- ❑ ANALOG/DIGITAL OUT via 4-pole 3.5 mm minijack on rear bracket
  - ANALOG OUT: Centre and Subwoofer channels
  - DIGITAL OUT: Front, Rear, Centre and Subwoofer SPDIF digital outputs
- ❑ Two line-level analog outputs via stereo jacks on rear bracket, Front and rear Line-Outs 1 and 2
- ❑ Stereo headphone (32-ohm load) support on Front Line-Out

SB1394 Interface

The 6-pin SB1394 connector/ port has a 2 watt maximum power output. Connect only one high power usage device such as the IEEE 1394 hard disk and CD-RW drive to this port unless it is self-powered.

- One 2 x 5 pin Internal SB1394 connector (J6) on card for connection to the Audigy Extension card (optional)
- One 6-pin SB1394 connector/port on rear bracket

Interfaces

- VOL_CTRL 1 x 4 pin header
- PC_SPK (PC speaker) 1 x 2 pin header
- AUD_EXT 2 x 20 pin header for connection to Audigy Drive (optional)
- JOYSTICK 2 x 8 pin header for connection to the Joystick/MIDI connector (metal bracket attachment provided but optional)

B Troubleshooting & FAQ's

This section provides solutions to problems you may encounter during installation or normal use.

Troubleshooting & FAQ's

If you have a technical problem with this product, you may wish to consult our self-help tool "Knowledgebase" for on-line troubleshooting and solutions (**www.europe.creative.com/support**)

This appendix provides solutions to problems you may encounter during installation or normal use.

Problems Installing Software

The installation does not start automatically after the Sound Blaster Audigy Installation CD is inserted.

The AutoPlay feature in your Windows system may not be enabled.

To start the installation program through the My Computer shortcut menu:

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click **AutoPlay** and follow the instructions on the screen.

To enable AutoPlay through Auto Insert Notification:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab and select your CD-ROM drive.
4. Click the **Properties** button.
5. In the **Properties** dialog box, click the **Settings** tab and select **Auto Insert Notification**.
6. Click the **OK** button to exit from the dialog box.

Problems with Sound

There is unexpected excessive environmental sound or effects when an audio file is played.

The last selected preset is an inappropriate environment for the current audio file.

To switch to an appropriate environment:

1. Double-click the **EAX Control Panel** icon in AudioHQ.
2. In the **Environment** box, click the down arrow to select **(No effects)** or an appropriate environment.

No sound from the headphones.

Check the following:

- ❑ The headphones are connected to the Headphones jack.
- ❑ In the **Speakers** tabbed page of the Main panel of Surround Mixer, the **Headphones** option is selected in the **Speaker** box.
- ❑ In the Mixer panel of Surround Mixer, the recording source selected is **"What U Hear"**.

Individual analog recording sources are not displayed in Surround Mixer.

The following analog recording sources are combined in one recording control called **Analog Mix (Line/CD/TAD/Aux/PC)**, which is found in the one-column record panel:

- ❑ Line-In
- ❑ CD Audio
- ❑ Auxiliary
- ❑ TAD-In
- ❑ PC Speaker

Individual analog recording sources cannot be selected in Surround Mixer.

Five analog recording sources are combined under the selection **Analog Mix (Line/CD/TAD/Aux/PC)**. For more information, see "Individual analog recording sources are not displayed in Surround Mixer." on page B-3.

To record an individual analog source:

- ❑ In the one-column record panel of Surround Mixer, make sure the recording source selected is **Analog Mix (Line/CD/TAD/Aux/PC)**.
- ❑ In the six-column panel, mute the analog sources that you do not want to record by clicking the **Mute** check box to select it.

No sound from the speakers.

Check the following:

- ❑ You have connected your speakers to your card's output.
- ❑ You have selected the correct source in the Mixer panel.
- ❑ If both the above conditions have been met and you still do not get any sound, click the red plus sign above the VOL control and check whether the Digital Output Only check box is selected. If it is, you are in the Digital Output Only mode and so must connect to digital speakers to hear the sound from your audio card. See the section on Digital Output Only in Surround Mixer's online Help for more information.

No audio output when playing digital files such as .WAV, MIDI files or AVI clips.

Check the following:

- ❑ The speakers' volume control knob, if any, is set at mid-range. Use Creative Mixer to adjust the volume, if necessary.
- ❑ The powered speakers or external amplifier are connected to the card's Line Out or Rear Out jack.
- ❑ There is no hardware conflict between the card and a peripheral device. See "Resolving I/O Conflicts" on page B-11.
- ❑ The Speaker selection in the Main panel of Surround Mixer corresponds to your speaker or headphone configuration.
- ❑ The **Original Sound** sliders in either or both the **Master** and **Source** tabbed pages of the **EAX Control Panel** application are set to 100%.

No audio output when playing audio CDs or DOS games that require a CD-ROM.

To solve this problem:

- ❑ Make sure the Analog Audio connector on the CD-ROM drive and the CD In connector on the audio card are connected
- ❑ Enable digital CD playback

For Windows 98 SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** dialog box, double-click the **Multimedia** icon.
3. In the **Multimedia Properties** dialog box, click the **CD Music** tab.
4. Click the **Enable digital CD audio for this CD-ROM device** check box to select it.
5. Click the **OK** button.

For Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** dialog box, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Double-click the **DVD/CD-ROM drives** icon.
   Your computer drives will appear.
5. Right-click the **disk drive** icon.
   A menu will appear.
6. Click **Properties**.
7. In the **Digital CD Playback** box of the next dialog box, click the **Enable digital CD audio for this CD-ROM device** check box to select it.
8. Click the **OK** button.

For Windows 2000 and Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** dialog box, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click the **DVD/CD-ROM drives** icon.
   Your computer drives will appear.
6. Right-click the **disk drive** icon.
   A menu will appear.
7. Click **Properties**.
8. In the **Digital CD Playback** box of the next dialog box, click the **Enable digital CD audio for this CD-ROM device** check box to select it.

Panning a source sometimes turns off its sound.

This occurs when you are in the Digital Output Only mode and the source's left-right balance in a software mixer application other than Surround Mixer (for example, the Windows Volume Control application) is at the opposite end compared to the position to which you have panned the source in the Main panel of Surround Mixer. For example, the CD Audio balance in Windows Volume Control is on the left but in Surround Mixer you have panned the CD Audio to the right.

To solve this problem:

Open that other mixer, and Centre the balances for all the audio input sources.
This ensures that your analog sources will not turn silent when you pan them in Surround Mixer.

Problems with File Transfers on Some VIA Chipset Motherboards

After you install the Audigy card on a VIA chipset motherboard, you may have the slight chance of seeing one of the following:

When transferring large amounts of data, the computer stops responding ('hangs') or restarts itself, OR
Files transferred from another drive are incomplete or corrupted.

These problems appear in a small number of computers, which contain the VIA VT82C686B controller chipset on their motherboards.

To verify if your motherboard has the VT82C686B chipset:

- ❑ Refer to your computer or motherboard manual, or
- ❑ In Windows:
  i. Click **Start** -> **Settings** -> **Control Panel**.
  ii. Double-click the **System** icon.
  iii. Click the **Device Manager** or **Hardware** tab.
  iv. Click the **Systems devices** icon.
  v. In the list that appears, see if the items highlighted in Figure B-1 appear.
  vi. If the items appear, remove your computer cover and locate the VIA chipset on your motherboard. (Take note of the safety precautions on page 1-5.)
  The VT82C686B chipset has its model number inscribed on the chip.

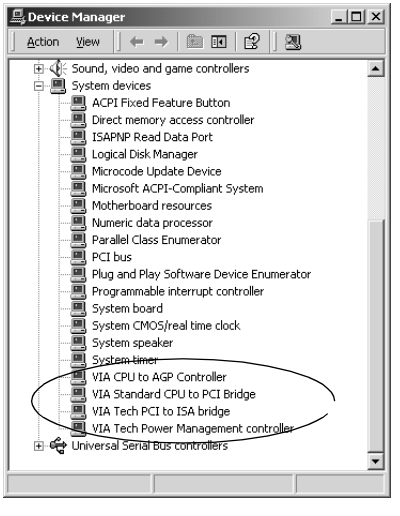


Figure B-1: Device Manager tab.

If you have the VT82C686B chipset:

- ❑ Creative recommends that you first contact your computer vendor or motherboard manufacturer for the latest solution.
- ❑ Some users have solved the above problems by doing one or both of the following:
  - downloading the latest VIA 4in1 drivers from http://www.viatech.com*,

- obtaining the most current BIOS for your motherboard from the manufacturer's web site*.

* Content in these web sites is controlled by other companies. Creative bears no responsibility for information or downloads obtained from them. This information is provided only as a convenience to you.

Insufficient SoundFont Cache

The trade-off of a smaller SoundFont file is its lower sound quality.

There is insufficient memory to load SoundFonts.

This may occur when a SoundFont-compatible MIDI file is loaded or played while insufficient memory has been allocated to SoundFonts.

To allocate more SoundFont cache:

On the **Options** tabbed page of the SoundFont Control applet, move the SoundFont Cache slider to the right.

The amount of SoundFont cache you can allocate depends on the system RAM available. Your computer may slow down if the amount of cache used is too high.

If there is still insufficient system RAM available:

Do one of the following:

- ❑ On the **Configure Banks** tabbed page of the SoundFont Control applet, select a smaller SoundFont bank, if available, from the **Select Bank** box.
- ❑ Increase the system RAM on your computer.

Problems With Joystick

The joystick port is not working.

The audio card's joystick port may be conflicting with the system's joystick port.

To solve this problem:

Disable the audio card's joystick port and use the system port instead. Do the following:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.

4. Double-click **Sound, Video And Game Controllers**, and then select **Creative Audigy Gameport** (**Creative Game Port** for Windows 2000).
5. Click the **Properties** button.
6. In the Properties dialog box:

   If you have an **Original Configuration (Current)** check box:

   - Clear the check box to disable it.

   If you have a **Disable In This Hardware Profile** check box:

   - Make sure that the check box is selected to disable it.
7. Click **OK** to restart Windows and for the change to take effect.

When the Gameport Joystick interface is disabled, the entry in Device Manager has a red cross.

The joystick is not working properly in some programs.

The program may use the system processor timing to calculate the joystick position. When the processor is fast, the program may determine the position of the joystick incorrectly, assuming that the position is out of range.

To solve this problem:

Increase your system's 8 bit I/O recovery time of the BIOS setting, usually under the Chipset Feature Settings section. Or, if available, you may adjust the AT Bus speed to a slower clock. If the problem persists, try a different joystick.

Do not attempt to make changes to the BIOS unless you have experience with system software.

Problems with Multiple Audio Devices

The other installed audio card is not working well.

You may have an existing audio device installed in your computer. The audio device may be an audio card or an onboard audio chipset. Before you install your Sound Blaster Audigy card, you are advised to completely uninstall and remove your existing audio device. Operating multiple audio devices in your computer may introduce usability issues.

Alternatively, during the installation of your Sound Blaster Audigy card, do the following:

- If your computer detects an installed Sound Blaster Live! Series or Sound Blaster PCI512 audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button and follow the instructions on the screen to complete the removal of the old audio device. Remove the old audio card from your computer.
- If your computer detects any other installed audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button to continue with the installation of the Sound Blaster Audigy card.
  After the installation of the Sound Blaster Audigy card, completely uninstall the existing card and remove the audio card from your computer.

The onboard audio chipset is not working well.

To disable an onboard audio chipset, do the following:

1. Restart your system.
2. During the memory check, press <F2> or <Delete>, depending on your motherboard.
   The BIOS setup menu appears.
3. Select **Chipset Features Setup** and press <Enter>.
4. Select **Onboard Legacy Audio** and press <Enter> to disable your onboard audio chipset.
5. Press <Esc> to return to the BIOS setup menu.
6. Select **Save & Exit Setup**, and then press <Enter>.
7. Press <Y> and then press <Enter>

Problems with Sound Blaster Live! Series or Sound Blaster PCI512 card

Sound Blaster Live! or Sound Blaster PCI512 applications are not working.

Other than normal playback and recording function, older audio devices may not work well when Sound Blaster Audigy is installed.

To solve this problem:

Uninstall and remove the older card from the computer. Otherwise, you can choose to disable the Sound Blaster Live! or Sound Blaster PC512 card:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Double-click **Sound, Video And Game Controllers**, and then select **Creative Sound Blaster Live! Series** or **Creative Sound Blaster PCI512**.
5. Click the **Properties** button.
6. In the Properties dialog box:

   If you have an **Original Configuration (Current)** check box:

   - Clear the check box to disable it.

   If you have a **Disable In This Hardware Profile** check box:

   - Make sure that the check box is selected to disable it.
7. Click **OK** to restart Windows and for the change to take effect.

When the Sound Blaster Live! series is disabled, the entry in Device Manager has a red cross.

Resolving I/O Conflicts

You can also refer to the Troubleshooting section in the online Help of Windows 98/ Windows 98 SE/Me.

Conflicts between your audio card and another peripheral device may occur if your card and the other device are set to use the same I/O address.

To resolve I/O conflicts, change the resource settings of your audio card or the conflicting peripheral device in your system using Device Manager in Windows 98 SE/Me.

If you still do not know which card is causing the conflict, remove all cards except the audio card and other essential cards (for example, disk controller and graphics cards). Add each card back until Device Manager indicates that a conflict has occurred.

To resolve hardware conflicts in Windows 98 SE/Me:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.

4. Under the Sound, Video And Game Controllers entry, select the conflicting audio card driver—indicated by an exclamation mark (!)—and click the **Properties** button.
5. In the Properties dialog box, click the **Resources** tab.
6. Make sure that the **Use automatic settings** check box is selected, and click the **OK** button.
7. Restart your system to allow Windows 98 SE/Me to reassign resources to your audio card and/or the conflicting device.

Problems with Encore DVD Player (not included)

The Encore DVD Player is not launched when a DVD disc is inserted into the drive.

To solve this problem:

1. In the Windows system tray, right-click the Disc Detector icon, and then click **Properties**.
2. On the **General** tabbed page of the **Creative Disc Detector** dialog box, make sure that **Enable Disc Detector** check box is selected.
3. Click the **Players** tab.
4. Select the DVD Disc entry and then click the **Select Player** button.
5. In the **Players Properties** dialog box, click the **Browse** button.
6. Browse to C:\Program Files\Creative\PC- DVD Encore
   and double-click the entry **ctdvdply**
   The Name box now displays the entry *ctdvdply.*
7. Click the **OK** button twice.

Now when you double-click the Disc Detector icon, the Encore DVD Player is launched.

Problems with Software DVD Player (not included)

Changing audio configuration (for example, switching from 6-channel mode to SPDIF Output mode or vice versa) while watching a DVD movie does not seem to work, even though all settings in the software DVD player and in Surround Mixer are correct.

To solve this problem:

Close and restart the software DVD player.

Problems with DV driver for Windows 98 SE/ 2000/Me/XP

The 1394 MSDV driver does not run on Windows XP

The DV camcorder is not working properly.

The MSDV camcorder driver may not be the latest version (v4.10.2226).

To solve this problem:

1. Visit the Microsoft web site and download the Digital Video update for DirectX 8.0 file (dx80bda.exe).
2. Install the above file into your computer.
   Note: You need to install DirectX 8.0 or 8.0a run time first.

If the problem still persists, the MSDV camcorder driver may not be fully optimized for your DV camcorder.

To solve this problem:

1. Turn on your DV camcorder.
2. Insert the Sound Blaster Audigy Installation CD into your CD-ROM drive.
   Exit from the welcome screen.
3. Using Windows Explorer, locate the **1394** folder in the CD-ROM, and run the DVConnect 240.exe file.
   Follow the instructions on the screen to complete the setup.
   If you are in Windows 98, you may be prompted to insert the Windows 98 CD-ROM first. Follow the instructions on the screen to complete this setup.
4. Click the **Finish** button.
5. Turn off and then turn on your DV camcorder.

Problems with installing non-Creative applications

A Hardware Installation error message appears on a Windows XP operating system when non-Creative applications are being installed.

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.

Hardware Installation
The software you are installing for this hardware:
Universal Serial Bus controllers
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

You may see the message when you install hardware drivers from companies other than Creative. If you do, you may choose to click the **Continue Anyway** button. Device drivers not signed by Microsoft may be used in Windows XP, and need not impair or destabilize your computer.

Should you need more XP-related information or help, you can contact the company that developed the driver, at the company's web site or helpline.

Problems with Digital Devices

Intermittent hissing or no sound is heard from my digital speakers.

Make sure you select the sampling rate of the PCM SPDIF output of your Digital Out connector to match the requirements of the receiving device. You may need to select a lower digital output sampling rate. The choices available are 44.1 kHz, 48 kHz and 96 kHz.

To solve this problem:

1. Click **Start** -> **Settings** -> **Control Panel.**
2. In the **Control Panel** window, double-click the **AudioHQ** icon.
3. In the **AudioHQ** window, double-click the **Device Controls** icon.
4. Click the **Sampling Rate** tab.
5. Click the required sampling rate from the **Digital Output Sampling Rate** list.

Technical Support

We are committed to giving you the best products aswell as the best service by providing you with a comprehensive suite of eService options complemented by telephone support.

With Creative's eService strategy, we deliver the best possible customer experience using our multilingual Customer support portal, interactive chat, email support and our self-service knowledgebase.

The European support area on our website at **www.europe.creative.com** contains the following options:

Knowledgebase

Creative's Self-service knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. Should you need additional help, you can escalate your query online through live chat or email ensuring that you receive the best possible service in the manner that is most comfortable to you.

Webchat*

Creative's interactive TextChat enables you to contact our Technical Support team through a real-time chat facility. Additional features, such as web page pushing, collaborative browsing and file and brochure exchange, transform your chat session into a fully interactive support experience.

eMail†

Should you not obtain a solution to your query using our Knowledgebase system, you can click the "Not Solved" button located at the bottom of any suggested solution document to escalate your query via eMail. If you do not have access to our website then you can mail us directly at **support@europe.creative.com**.

Telephone*†

You have the option to contact our service support team via telephone. Telephone numbers can be found in the **"Creative European Contact Centre"** section below.

Download Drivers#

The Creative website offers a range of updates and drivers for our products in a variety of operating systems.

Download Manuals

Browse Creative's extensive library of product installation and user guides to find documentation for your Creative product.

If You Have a Problem

Please retain all contents including packaging and proof of purchase until you are fully satisfied with your product.

If you have a problem installing or using your Creative product, please use the Creative eServices and/or telephone support for assistance. Should you contact Technical Support, you may be asked for information regarding the following:

- ❑ The model of your Creative product
- ❑ Error information on the screen and how it came about
- ❑ Information on the adapter cards which may be causing a conflict[#]
- ❑ Hardware configuration information such as the base I/O address, IRQ line, DMA channels used[#]
- ❑ Motherboard information: BIOS manufacturer/version and chipset manufacturer
- ❑ Type and version of your operating system, e.g., Windows 95/98 or Windows NT, Windows 2000 or Windows Me

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and the take the appropriate action as detailed below:

[#] *Not applicable for all products*

Less than 30 days since date of purchase

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms.

More than 30 days since date of purchase

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair/replacement procedure.

Returning a product for repair

- ❑ Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number, therefore you need to contact Technical Support to receive this number.
- ❑ Technical Support will communicate how to return the product in question for repair/replacement.
- ❑ You should only return the hardware item in question and return it to the address provided by Technical Support. Please retain all software, accessories and the original packaging.
- ❑ Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item.
- ❑ After receiving the hardware, Creative will process the return.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U. or from zones with special tax status, you must complete the relevant customs documentation before shipping the product.

Operating Hours

Knowledgebase	Available on-line 24 hours a day
Webchat*	10:00-18:30 CETMonday - Friday
Telephone*	10:30-19:00 CETMonday - Friday

Limited Warranty

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original buyer and holder of this warranty, as it stands in the accompanying warranty card, that the hardware product will be free of defects in materials and workmanship for a period of two (2) years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative's entire liability and your remedy will be, at Creative’s sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative's authorised distributor or dealer during the Warranty Period with a copy of your receipt.

What this warranty does not cover

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

Creative European Contact Centre

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Please note that international call rates will apply. Please contact your telecoms company to verify the exact rate you will be charged.